

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Intex Enterprises, LLC

Tennessee Manufacturing Extension Partnership

Intex Enterprises Achieves Qs 9000 Registration

Client Profile:

Intex Enterprises is a privately held, four year-old company employing approximately 120 workers at its facility in Clinton, Tennessee (a suburb of Knoxville). The company paints metal parts, primarily for the automotive industry, with sales of approximately \$10-25 million annually.

Situation:

Intex Enterprises needed to become registered to the QS 9000 quality standard to maintain its current level of sales and compete for new business in its market sector. Intex requested assistance from the Tennessee Manufacturing Extension Partnership (TMEP), a NIST MEP network affiliate.

Solution:

TMEP provided Intex with customized on-site training to help it achieve compliance with the exacting QS 9000 standards. TMEP administered internal auditor training to key Intex staff, and acted as both mentor and sounding board for the Intex quality team. Intex achieved QS 9000 certification and has seen increases in company sales as a result.

Results:

Achieved QS 9000 registration.
Retained all existing automotive customers.
Competed for and received additional clients in the automotive industry.
Increased sales.
Added approximately 25 new employees to the Intex workforce to support new business.

Testimonial:

"Without the Tennessee Manufacturing Extension Partnership's help in attaining QS 9000 compliance we would not have been able to add new business and 20 to 30 new employees."

Mark Sebby, Quality Manager